West Virginia
DMV
dmv
Keeping West Virginia on the move.

West Virginia
DRIVER'S LICENSE
GOVERNOR: Earl Ray Tomblin
DL
4d. Y999999
4b. Exp: 02/21/2018
3. DOB: 02/21/1984
5. 20111027134449MARKS999999
9. Cl: 3
9a. En: NONE
12. Re: A
16. Ht: 5
17. W

West Virginia Division of Motor Vehicles

West Virginia
Division of Motor Vehicles
2012
Annual Report

Joe E. Miller
Commissioner of Motor Vehicles

Steven O. Dale
Deputy Commissioner of Motor Vehicles

EXECUTIVE STAFF

Esther Miller
Executive Assistant

Mark Holmes
Executive Assistant

Natalie Harvey
Public Information Specialist

Debbie McCormick
Executive Assistant

Sue Miller
Secretary

Jennifer Floyd
Graphic Designer

SECTION HEADS

Driver Services
David H. Bolyard, *Director*

Vehicle Services
Michael Maggard, *Director*

Legal Services
Jill C. Dunn, *General Counsel*

Management Services
Jerry Conrad, *Director*

Regional Offices and Call Center
Pete Lake, *Director*

Governor's Highway Safety Program
Bobby Tipton, *Director*

IS&S Services
Dempsey Totten, *Director*

Information Services
Wilbur L. Thaxton II, *Director*

Human Resources
Monica Price, *Manager*

Table of Contents

2012 Fiscal Year End Report | *June 1, 2011 - July 1, 2012*

2012 Forward]

Joe E. Miller, *Commissioner of Motor Vehicles*

"The Mission of the Division of Motor Vehicles is to ensure the ethical interpretation and application of motor vehicle and related laws, provide essential motor vehicle and driver services, promote highway safety, and collect revenue for transportation programs."

~DMV Commissioner, Joe Miller

The Division of Motor Vehicles (DMV) focuses on maintaining excellent customer service while keeping operational costs minimal. Focusing the Division's superb return on investment of 633.2% ($284,115,429 revenues versus $44,868,550 expenses) using the West Virginia Road Fund, state resources and by leveraging resources secured through federal government grants, this report depicts the outstanding service to the citizens of West Virginia at the Charleston Headquarters and 23 fully-staffed Regional Offices across the state.

2012 Highlights

• *REAL ID - Effective January, 2012 the Division is issuing Driver's Licenses/ID cards which are compliant with the requirements of the REAL ID Act of 2005. Customers coming to the DMV for a Driver's License/ID transaction must meet three requirements: one proof of identity, one proof of social security number, and two proofs of residency. Additionally, if a customer's name has changed and no longer matches the identity document, additional documents supporting the name change, such as a marriage certificate or divorce decree are required. From January 3, 2012 through November 30, 2012 the Division issued a total of 453,690 driver's license and ID cards. Of that total, 161,939, or 36%, were REAL ID compliant.*

• *The Division of Motor Vehicles recently completed the integration of the "Electronic Commercial Driver's License Testing System" (eCDL) and the "Commercial Skills Test Information Management System" into the network maintained by the American Association of Motor Vehicle Administrators (AAMVA) for other states to use. This integration will allow for the sharing of CDL testing results on a nationwide basis. Several states are now looking at the West Virginia system as a model for development of their own systems. The development of these systems nationwide will reduce commercial driver fraud and increase the safety of the motoring public.*

• *The Division has updated it's motorcycle testing courses to meet new requirements set forth by the Motorcycle Safety Foundation. The Foundation sets the standards for Rider Skills Testing for both two and three wheel motorcycle examinations.*

• *The West Virginia Governor's Highway Safety Program and its safety partners were pleased to announce the 2nd lowest number of motor vehicle fatalities in recent history at 338. Over all, fatalities have been trending downward over the last 5 years from*

432 in 2007, 378 in 2008, 356 in 2009, 315 in 2010, and 338 in 2011. We believe that these results are aided by our high visibility enforcement campaigns/programs coupled with strong media messaging. "Click It or Ticket" and "Drive Sober or Get Pulled Over" are examples of these types of campaigns. In FY 2012 the Governor's Highway Safety Program funded 180 Sobriety Checkpoints and provided 1.784 million dollars to pay for 63,070 man-hours in Law Enforcement Patrols, resulting in 3,582 Impaired Driving Arrests.

- *The DMV's Call Center continues to focus on exceptional customer service benefiting from central access to DMV data through the operation of a state of the art phone and computer system. This year, the Call Center handled over 492,000 calls.*

- *The Division replaced two aging regional offices this year. The replacement offices, in Martinsburg and Parkersburg, provide easy access to a modern and safer environment for both customers and employees. Additionally, DMV broke ground on a new office in Summersville, which will provide service to a large geographical area that currently does not have a regional office nearby.*

- *Driver examiners employed by DMV continue to be among the best in the nation by achieving full national certification. The Division strives to maintain the highest level of performance among our driver examiners through training and education. During FY 2012, over 80% of our driver examiners received additional training for both driver and motorcycle examinations as well as training for fraud detection.*

The accomplishments of the Division over the last year will stimulate improvements in a number of its processes. Several key projects are underway in FY 2013 that the Division hopes to complete in FY 2013 and FY 2014. Those projects include:

- *The Division is acquiring information to reengineer many processes and systems within the organization. The Division is building on a new digitized plate production system, first used in FY 2011, and positioning it as the cornerstone for the development of a Registration Fulfillment Center to boost customer service in a number of areas involving the delivery of DMV products.*

- *Business Modernization: Outdated mainframe based technology forces DMV to use separate, antiquated, non-communicating data systems for driver licensing, vehicle registration and revenue collection/inventory control systems, resulting in double, sometimes triple entry of data. However, a new DMV Business Modernization System is currently being developed and will resolve this problem.*

- *The Division is proceeding to reengineer its document imaging system through the utilization of equipment installed with the driver's license system. The process will allow for swifter processing of customer transactions in all areas through the integration of databases yielding efficiency and reducing paper.*

- *The Division is developing an online Electronic Insurance Verification and monitoring system which will confirm that West Virginia drivers have insurance coverage. In 2012, the Division partnered with a third party vendor to establish West Virginia as the first state to use web services technology for insurance verification. The program is currently in the pilot stage with full implementation anticipated to occur in FY 2014.*

- *Serving as the lead agency in the regulation of commercial motor carriers, the Division continues to facilitate an improved customer service experience for the trucking industry. The Division was directed by the Legislature to conduct a feasibility study to create a "One Stop Shop" for all commercial motor carriers' regulatory needs.*

- *Increase the user-friendliness of the new DMV website by adding more interactive materials.*

- *Establish vehicle renewal kiosks to facilitate vehicle renewals, driving record inquiry, printouts and other DMV information.*

- *Add additional foreign language translations to the Automated Driver's License Testing System. One feature of the system is the ability to add additional languages as needed in a cost-effective manner.*

- *Electronically connect with County personal property tax records to eliminate the paper tax ticket receipt requirement for vehicle renewal.*

Legislative Changes]

Summary for Fiscal Year 2012

Senate Bill 30

Junk Yards / NMVTIS
Allows an alternative process for junk yards to notify DMV about junk vehicles, and to expand DMV authority to affix brands on out-of-state vehicles in accordance with the National Motor Vehicle Title Information System (NMVTIS) rules

Senate Bill 204

Towing of Vehicles
Provides special authority for DOH to quickly remove disabled vehicles in traffic

Senate Bill 205

Construction Signs
Removes distance requirements for posting of road construction signs

Senate Bill 211

Cell Phone and Texting Ban
Prohibits texting and use of hand held cell phones while driving

July 1, 2012 • Texting, primary enforcement/hand held, secondary enforcement

July 1, 2013 • Both offenses subject to primary enforcement

Senate Bill 429

Expanded Weight Limit on Class A Vehicles
Changes maximum weight limit for Class A vehicles from 8000 pounds to 10,000 pounds

Senate Bill 618

Unpaid Ticket Notice Delay
Requires courts to delay sending unpaid ticket reports to DMV for 90 days to allow the driver opportunity to clear the ticket before it is sent to DMV

House Bill 4103

One-Stop-Shop Study
Requires DMV to conduct a study on the best way to consolidate services provided to the trucking industry

House Bill 4330

Veterans Driver's License Designation
Authorizes DMV to add a special designation for Veterans on their driver's license

House Bill 4338

Abandoned Vehicles
Raises the threshold for abandoned vehicle values from $2,500 to $7,500 to allow for an expedited process on titling abandoned vehicles, and allows additional circumstances for titling abandoned vehicles

DMV Locations

Regional Offices and Exam Sites
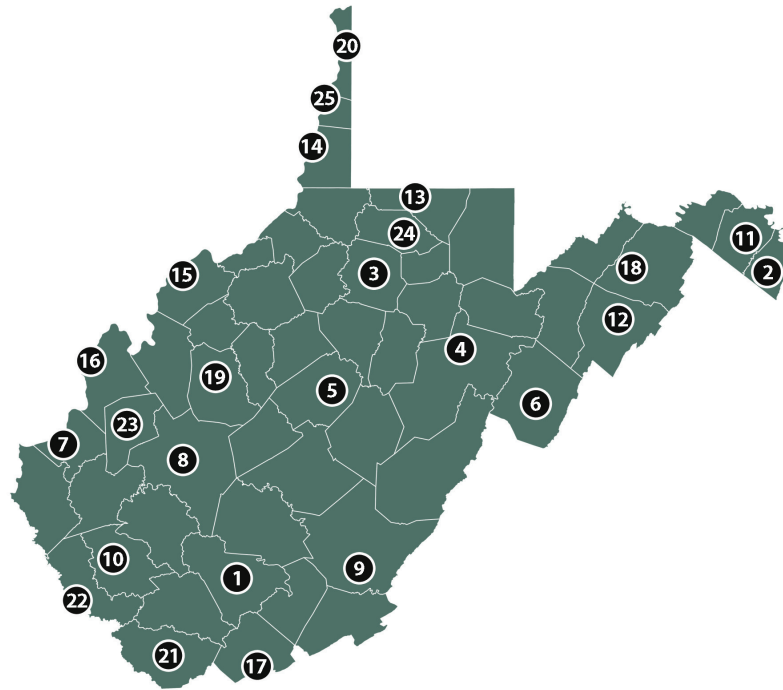
1.) BECKLEY
107 Pinecrest Drive
Beckley, WV 25801

2.) CHARLES TOWN
24 Ruland Road
Kearneysville, WV 25430

3.) CLARKSBURG
105 Platinum Drive, Suite D
Bridgeport, WV 26330

4.) ELKINS
1029 North Randolph Avenue
Elkins, WV 26241

5.) FLATWOODS
295 Skidmore Lane
Sutton, WV 26601

6.) FRANKLIN
100 Thorn Creek Road, Suite 300
Franklin, WV 26807

7.) HUNTINGTON
801 Madison Avenue
Huntington, WV 25701

8.) KANAWHA CITY
5707 MacCorkle Avenue, S. E.
Suite 400
Charleston, WV 25317

9.) LEWISBURG
148 Maplewood Avenue
Lewisburg, WV 24901

10.) LOGAN
428 Main Street
Logan, WV 25601

11.) MARTINSBURG
38 Severna Parkway
Martinsburg, WV 25403

12.) MOOREFIELD
410 South Main Street
Moorefield, WV 26836

13.) MORGANTOWN
1525 Deckers Creek Boulevard
Morgantown, WV 26505

14.) MOUNDSVILLE
400 Teletech Drive, Suite 100
Moundsville, WV 26041

15.) PARKERSBURG
601 Lubeck Avenue
Parkersburg, WV 26101

16.) POINT PLEASANT
1408 Kanawha Street
Point Pleasant, WV 25550

17.) PRINCETON
198 Davis Street
Princeton, WV 24740

18.) ROMNEY
HC 60, Box 2570
(Route 50 & Ridge Loop Rd.)
Romney, WV 26757

19.) SPENCER
115 Church Street
Spencer, WV 25276

20.) WEIRTON
Municipal Plaza, Suite 100
Weirton, WV 26062

21.) WELCH
92 McDowell Street
Welch, WV 24801

22.) WILLIAMSON
225 East 3rd Avenue
Williamson, WV 25661

23.) WINFIELD
116 Liberty Square
Winfield, WV 25526

24.) FAIRMONT
EXAM CENTER
9395 Middletown Mall
Fairmont, WV 26554

25.) WHEELING
EXAM CENTER
2600 Eoff Street
Wheeling, WV 26003

Highway Safety

The West Virginia Governor's Highway Safety Program

Bob Tipton, *Director*

About the Program

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally mandated and funded highway safety improvement measures. The Division of Motor Vehicles oversees the GHSP, which is located at 5707 MacCorkle Ave. SE, Charleston, WV 25317. The Division's Commissioner, Joe E. Miller, is Governor Tomblin's representative for highway safety.

The Governor's Highway Safety Program encourages, promotes, and supports eight traffic safety programs throughout West Virginia. These traffic safety programs cover all fifty-five counties in West Virginia and are located in the population centers of Beckley, Bluefield, Charleston, Clarksburg, Huntington, Parkersburg, Martinsburg, and Wheeling. Their mission is to develop and implement the measures that their regions require to lower crashes, injuries, and fatalities on the roadways in West Virginia. This decentralized plan allows for maximum flexibility and accuracy in the identification of highway safety problems. Traffic safety programs receive approximately 60% of West Virginia's federal highway safety improvement funding. These traffic safety programs also assist the GHSP and the Division of Motor Vehicles in informing the public about highway safety enhancement legislation. The Governor's Highway Safety Program evaluates its performance annually according to the progress it has made in meeting the following goals.

GHSP Goals

- *Reduce the fatality rate per 100 million miles traveled (VMT) from 2.08 in 1998 to 1.75 in 2013. (FY 2011 rate 1.81)*

- *Reduce the fatality rate per 100,000 residents from 23 in 1998 to 19 in 2013. (FY 2011 rate 18.14)*

- *Reduce the number of A and B injuries per 100 million miles traveled from 66.5 in 1998 to 50 in 2013. (FY 2011 - 32.26)*

- *Reduce the alcohol fatality rate (old NHTSA definition .01+) of .84 in 1998 to less than .50 in 2013. (FY 2011- .60)*

- *Reduce the alcohol fatality rate (New NHTSA definition .08+) of .75 in 1998 to less than .48 in 2013. (FY 2011 - .48)*

- *Reduce the percentage of alcohol related fatalities from 42% in 1998 to less than 30% in 2013. (FY 2011- 34%)*

DMV Annual Report: **Fiscal Year 2012** *5*

Public Information

The GHSP is pleased to report that steady progress is being made towards the 2013 goals. The objectives are to be met by combining state, regional, and local efforts. Years of declining injuries and deaths suggest that GHSP efforts are having an effect on driver behavior in West Virginia.

The GHSP public information efforts focus on awareness, education, and the promotion of highway safety initiatives such as seat belt use, consequences of impaired driving, child passenger safety, motorcycle safety, and ATV safety. Changing driver behavior is emphasized as the key to successful highway safety programs.

The GHSP participates in the NHSTA Region III Impaired Driving Initiative - "Checkpoint StrikeForce", and works closely with the Commission on Drunk Driving Prevention and state and local law enforcement agencies to reduce the alcohol-involved fatality rate from its level of 33%.

In 2012 GHSP Funded

180 *Full Sobriety Checkpoints*
44 *Phantom Checkpoints*
23 *Occupant Protection Checkpoints*
247 *Total Checkpoints in WV*
102,856 *Total Vehicles Contacted*
153,130 *Total Vehicle Occupants*
133 *DUI Arrests at Checkpoints*
3,165 *Citations Issued*
42,156 *Hours of Directed and*
     Saturation Patrols
10,182 *Man-Hours Invested in*
     Sobriety Checkpoints

Law Enforcement Training
Provided in FY 2012

The GHSP's goal for FY 2012 was to broaden its training activities and increase the number of students completing training.

Child Passenger Safety (32 hr.)
  6 classes, 72 students

Child Passenger Safety Recertification (*8 hr.*)
  4 classes offered, 9 students

Kidz in Motion (CEU) Classes (8 hr.)
  5 classes, 77 students

Driving Under the Influence (DUI)
  20 classes, 573 students

Occupant Protection
  10 classes, 86 students

Pursuit Policy
  5 classes, 26 students

Radar/Speed Enforcement
  85 classes, 849 students

Motorcycle LE
  4 classes, 37 students

Motorcycle Issues
  2 classes, 18 students

Can Am Spyder Motorcycle Classes (24 hr.)
  2 classes, 10 students

Other Classes
  27 classes, 290 students

Total Man-Hours Spent in Training: 15,786

Seat Belt Incentives

In 2000, West Virginia had the lowest seat belt usage rate in the country at 49.5%. At that time, the GHSP developed and adopted the Click It or Ticket (CIOT) Enforcement Model. The seat belt usage rates began to climb with the use of aggressive high visibility enforcement coupled with a paid, targeted media message. The rate climbed to 52% in 2001 and peaked at 89.5% in June of 2008. That year revealed a 40% increase in eight years of using the CIOT Model. In June 2012 the rate fell slightly to 84.3%. While that was concerning, GHSP employees realized that the last 16% would be the toughest to reach. The GHSP and its Highway Safety partners will be working hard to reverse this unexpected trend. Plans are in effect to increase efforts and identify risk population.

We certainly believe that an upgrade to the West Virginia Seat Belt Law, from secondary enforcement to primary enforcement, would increase the usage rate and ultimately help reduce the fatality and injury rates in West Virginia.

The GHSP has designated occupant protection as a top priority. A full-time law enforcement liaison to coordinate our efforts with the law enforcement community has been extremely beneficial. Agencies who fully participate in this effort are awarded funding for training, equipment, and overtime enforcement projects. The GHSP also offers four training classes in occupant protection issues: Traffic Occupant Protection Strategies (TOPS), Child Passenger Safety (CPS), Kidz In Motion classes, and CPS recertification classes. Along with training on these issues, the GHSP also provides funding for Child Passenger Safety Clinics and Safety Seat programs throughout West Virginia. In FY 2012, the GHSP conducted six (6) thirty-two hour NHSTA Child Passenger

Safety Technician certification classes with 45 students successfully completing the course.

GHSP Federal Funding Policy Compliance

NHTSA grant funding policy states that no more than 10% of a NHTSA grant may be expended on administrative costs. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed over 60% of its FY 2012 federal funding to various local governments, exceeding the requirements.

NHTSA requires that the State match at least 25% of all NHSTA funding received by GHSP. West Virginia's FY 2012 allocation exceeded this requirement.

GHSP Funding Sources & Expenditures

Federal Funds

98% [*Project Funds*
$6,722,762

2% [*Planning & Administration*
$144,678

Matching Funds

95% [*Project Funds*
$2,557,232

5% [*Planning & Administration*
$144,678
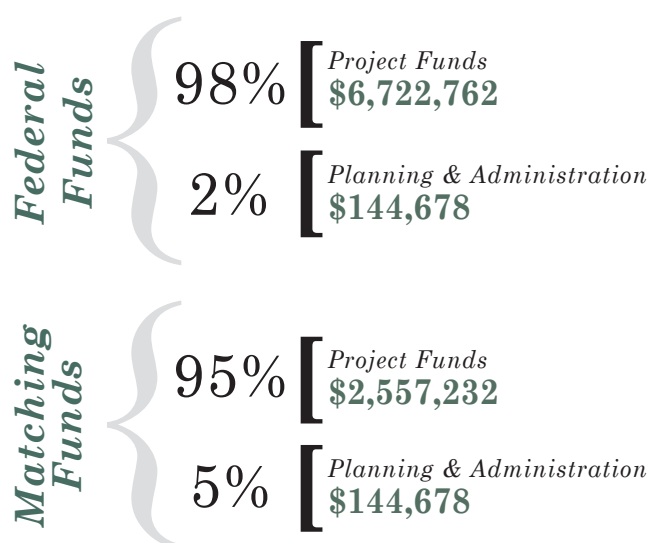
GHSP Crash Information

	2010	2011
Crashes	41,732	41,099
Fatalities	315	338
Serious Injuries	6,500	5,997
Total Injuries	17,633	17,684
Seat belt Usage Rates	82.15	84.03
Alcohol Related Crashes	1,647	2,451
Alcohol Related Fatalities .08+	88	90
Alcohol Related Injuries	710	1,221
Alcohol Related Fatality Percentage	28%	27%
Underage Alcohol Sales	22.65%	16.87%
Motorcycle Crashes	689	668
Motorcycle Fatalities	33	30
Motorcycle Injuries	715	685
ATV Fatalities	40	35
ATV No Helmets	17	19
ATV Unknown Helmets	1	1
Speed Related Fatalities	133	114
Speed Related Fatality Percentage	42%	34%
Pedestrian Fatalities	13	20

Sources: NHTSA, FARS, WVDOH, and GHSP

Law Enforcement Citations and Warnings

	Citations	Warnings
Child Restraint	322	11
Insurance	6,570	Included in "Other"
Other	12,806	34,810
Reckless Driving	185	33
Red Light	2,311	3,190
Seat belt	5,195	2,027
Speeding	11,466	22,647

Counts, Recoveries & Arrests

	2010	2011
Under Age Drinking	886	950
DUI Arrests	2,679	3,582
Child Restraints	294	322
Driver's License Revoked	734	820
Driver's License Suspended	2,304	2,408
Felony Arrests	421	615
Misdemeanor Arrests	2,304	2,463
Fugitives Recovered	97	83
Weapons Recovered	79	100

Driver Services]

David Bolyard, *Director*

West Virginia's classified driver's license system specifies vehicle types that a licensee may operate. The class of licensees range from operators of 80,000 pound combination vehicles (Class A) to persons who are restricted to the operation of motorcycles only (Class F). The classified driver's license system ensures that licensees operate only those types of vehicles for which they have the proper training and safety record.

The DMV is linked to the National Problem Driver Point Systems (PDPS) for inter-jurisdictional tracking of driver records. The computerized system searches the driving records of licensed applicants by name and birthday.

West Virginia implemented the graduated driver licensing (GDL) program on January 1, 2001. Under the new system, teen drivers are eligible for an instruction permit (Level 1) at age 15, an intermediate license (Level 2) at age 16, and a full license (Level 3) at age 17.

The Division's innovative digitized driver's license system has introduced one-stop-shopping to its customers and virtually eliminated the delays inherent in doing business with the agency via U.S. mail. New licenses, duplicates, and renewals are available in minutes at any Division of Motor Vehicles' Regional Office. The computer-generated license system reduces the risk of fraudulent issuance and increases the efficiency of record keeping. The system stores the facial images of licensees, thus providing reliable identification for subsequent transactions. Licensees have the option to store a digital fingerprint image in their license record as an extra security precaution.

License & Identification Card Totals

Female Licensed Drivers	658,593
Male Licensed Drivers	650,596
Graduated Licenses	51,061
Child ID Cards	6,624
Employee ID Cards	39,738
Total Drivers with License Restrictions	926,664
All Non-Driver ID Cards*	53,236

* Includes salesperson license ID cards, employee, child, barber/cosmetologist, DHHR REDI, secondary, and adult identification cards.

License Indicators & Restrictions

Total Diabetic Indicators	2,088
Total Organ Donors	687,154
Total Hearing Impaired	567

Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
Barbour	9,851	520	715	11,086	Mingo	17,566	479	962	19,007
Berkeley	70,561	1,401	3,557	75,519	Monongalia	54,498	1,473	1,427	57,398
Boone	15,236	530	881	16,647	Monroe	8,880	332	598	9,810
Braxton	8,536	559	759	9,854	Morgan	11,205	269	709	12,183
Brooke	15,255	205	763	16,223	Nicholas	17,360	788	1,349	19,497
Cabell	65,492	1,729	2,202	69,423	Ohio	31,939	417	1,213	33,569
Calhoun	4,521	289	352	5,162	Pendleton	5,233	179	494	5,906
Clay	6,060	394	507	6,961	Pleasants	4,566	181	332	5,079
Doddridge	3,486	235	304	4,025	Pocahontas	5,470	338	564	6,372
Fayette	29,881	1,318	1,824	33,023	Preston	20,577	969	1,603	23,149
Gilmer	3,866	248	324	4,438	Putnam	37,528	1,466	1,781	40,775
Grant	7,628	260	739	8,627	Raleigh	49,161	1,769	2,346	53,276
Greenbrier	25,107	1,216	1,438	27,761	Randolph	18,909	1,049	1,310	21,268
Hampshire	15,086	298	1,227	16,611	Ritchie	6,701	313	526	7,540
Hancock	23,634	210	973	24,817	Roane	9,155	488	673	10,316
Hardy	9,232	209	808	10,249	Summers	7,215	263	447	7,925
Harrison	48,031	2,335	2,332	52,698	Taylor	9,263	527	547	10,337
Jackson	20,059	716	1,202	21,977	Tucker	4,546	239	322	5,107
Jefferson	38,262	569	1,399	40,230	Tyler	5,695	161	303	6,159
Kanawha	129,051	4,849	5,330	139,230	Upshur	14,724	861	1,252	16,837
Lewis	11,832	765	1,243	13,840	Wayne	19,956	460	1,133	21,549
Lincoln	12,881	705	1,053	14,639	Webster	5,822	338	449	6,609
Logan	22,676	1,106	1,306	25,088	Wetzel	12,751	445	700	13,896
Marion	40,179	1,929	1,658	43,766	Wirt	3,920	146	309	4,375
Marshall	19,887	268	929	21,084	Wood	59,475	1,548	2,588	63,611
Mason	17,216	452	881	18,549	Wyoming	14,552	434	910	15,896
McDowell	13,351	413	816	14,580		Class E	Class D	CDL	Total
Mercer	41,132	985	2,089	44,206					
Mineral	19,795	453	1,116	21,364	TOTALS	1,204,451	41,098	63,574	1,309,123

Motorcycle Exams And Safety Training

	PASS	FAIL
Motorcycle Skills Test	1,235	450
Motorcycle Written Exam	7,750	4,006
Exams Total	8,985	4,456
Safety Training Total	1,090	64

Driver Examination Totals
Class "E" (Regular Driver's License)

	PASS	FAIL
Driving Skills Test	17,921	5,440

Driver Examination Totals
CDL (Commercial Driver's License)

	PASS	FAIL
General Knowledge	2,077	1,904
Air Brakes	1,995	954
Combination Trailers	1,392	670
Doubles & Triples	364	153
Tanker Trailers	1,098	211
Hazardous Materials	1,543	505
Passenger Endorsement	550	300
Pre-Trip Inspections	2,176	302
Basic Control Skills	2,030	248
Skills Testing	1,995	162
School Bus	438	62
CDL Totals	15,658	5,471

Driver Examination Totals
Graduated License & Learner's Permit

	PASS	FAIL
GDL Level 2 Skills Exam	9,864	2,670
Learner's Permit Exams	38,048	47,809
Total Exams	47,912	50,479

Learners permit exam total includes GDL 1 and Non-GDL Permits. In previous years the GDL 1 numbers were reported separately. Separate reporting is no longer an option as of July 2011 due to programing changes.

Revocations and Suspensions

The DMVs' responsibility does not end with the issuance of a driver's license. DMV monitors the driving activity of all licensees through a number of methods.

The main purpose of any license suspension is to protect the public from drivers who operate their vehicle in an unsafe or illegal manner, and to offer opportunities for motorists to improve their driving through participation in safety and training programs.

DUI Programs

The DUI violations unit administers court conviction revocations and administrative revocations for driving under the influence of alcohol or drugs. The unit also handles restoration of driving privileges which entails working in conjunction with the Bureau of Behavioral Health to assure the offender has completed the Safety and Treatment Program for DUI offenders.

The Safety and Treatment program allows private behavioral health providers and state-funded facilities to offer educational and rehabilitative services. This collaboration maximizes the availability of the program to DUI offenders. This program helps offenders to acknowledge the effects of alcohol on their lives and provides the means to resolve their alcohol-related problems.

DMV's Alcohol Test and Lock Program make it possible to restrict, rather than revoke, the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of a participant's vehicle. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Test and Lock during any appeal of their license revocations, or if they have a previous conviction for driving while revoked or suspended within the last six months, or if they have been convicted of DUI involving a controlled substance. Participants must first serve a license revocation and enroll in an approved DUI Safety and Treatment program. Test and Lock enables participants to avoid the disruption of their lives that a DUI would cause. Our statistics show that the rate of DUI recidivism is much lower among Test and Lock participants than among the general population. Thus, Test and Lock benefits both society and the problem driver.

Driver Improvement

The Driver Improvement unit administers laws and regulations to ensure that all licensees drive responsibly. This governing often requires the restriction, suspension, revocation, or disqualification of the licensee's privilege to drive. Restoration of driving privilege may be met when the driver takes the necessary corrective measures required by state or federal laws.

Offenses Requiring Revocations

	2011	2012
Reckless Driving (3rd Offense in 24 Mo.)	3	0
Driving While Revoked or Suspended	6,066	4,898
Speed Racing (On a Public Highway or Street)	15	18
Hit & Run (Personal Injury)	6	13
Manslaughter (Negligent Homicide)	1	5
Leaving the Scene of an Accident	10	23

Driving Under the Influence

	2011	2012
DUI Revocations	8,762	10,837
Under 21 Any Measurable Alcohol	103	96
Concurrent Revocation (2 Issues)	1,324	1,658
Magistrates Total Convictions	5,037	5,553
Circuit Court Total Convictions	119	105
Municipal Court Total Convictions	439	461

Alcohol Test and Lock Program

	2011	2012
Applications • Approved & Denied	2,983	3,113
Installations	2,493	2,839
Enrollees Completing & Removed	1,629	2,182
Person's Disqualified	428	468

The Driver Improvement unit handles multiple types of offense related files including: Nonpayment of court ordered child support, fraudulent license suspensions, passing a stopped school bus, failure to pay for gasoline, driving while license suspended, points accumulation, student attendance for under age persons, unpaid citations through in-state court, GDL suspensions and Commercial driver convictions causing suspensions and disqualifications based up state and federal law.

a. Non-Resident Violator Compact

West Virginia cooperates with other states in tracking unpaid and unresolved traffic citations. Member states reciprocally suspend the driver's licenses of their residents who fail to satisfy a traffic complaint issued in another state. Restoration of driving privilege may be met when the driver provides proof of resolution of the outstanding traffic complaint.

B. Driver's License Compact

The Driver's License Compact is an agreement among 46 states to report court convictions of non-resident traffic offenders to their home jurisdictions. Forty- four (44) states allow non-resident motorists to accept a traffic citation for certain violations and proceed on their way without delay with the obligation of resolving the court issue later. Upon receipt of the court conviction from any member state, the appropriate information is applied to the West Virginia driver's record.

Medical Review Unit

The Medical Review unit maintains files on all drivers who have been reported as having medical or visual conditions that could impact their driving. Cases are reviewed on an individual basis to determine the appropriate course of action. Periodic medical visual examinations and/or driver re-examination may be required of at-risk drivers.

Revocation/Suspension Totals

Other Breakdown	
Point System Violations	1,028
Truants / Drop-outs Under 18	828
Fraudulent Applications	20
Under 21 • Any Measurable Alcohol	96
GDL • 2 or More Tickets	132
Driving While Revoked/Suspended	4,898
Unpaid Child Support	21

Point System

	2011	2012
Letters of Caution Issued	10,668	11,791
Suspensions	1,064	1,028
Reinstatements	832	985

Student Attendance Program

	2011	2012
Notices Received	4,072	3,942
License Suspensions	1,138	828
License Reinstatements	907	745

Medical Unit Statistics

	2011	2012
Medical Suspensions	228	415
Re-Exam Suspensions	157	206
New Medical Files	Previously Unreported	454
Vision Report Reviews	Previously Unreported	2,018

The Medical Review unit consults with the Driver's License Advisory Board for recommendations as necessary. The Driver's License Advisory Board consists of five physicians who are appointed by the Governor. These physicians advise the Commissioner of Motor Vehicles on vision standards and medical criteria and vision standards that are relevant to driver licensing

Compulsory Insurance

DMV monitors motorist compliance with West Virginia's compulsory automobile insurance law in several ways. The unit takes administrative action through citations for "no insurance", review of crash reports submitted by law enforcement, insurance company cancellation notices, court-ordered judgments awarding monies due to an uninsured crash, random verification of registrants insurance information, and insurance fraud.

The unit processes all requests for driving records received via mail. Each request is reviewed to ensure proper disclosure of records, correct fees, and proper identification of the requestor. The request may be personal (licensee requesting their own record), employer, through subpoena, or an attorney.

The unit handles all requests for certification of driving records and corresponding suspension and revocation files. This type of request is from law enforcement, all branches of the judicial system, county prosecutors, etc. The majority of these requests are received from the DMVs teletype operator through the West Virginia portal of Law Enforcements' weapons system. The records must be handled expeditiously for proper prosecution or dismissal through the court system.

In 2010, a change to the insurance law authorized the Commissioner to develop and

Reported Traffic Convictions

	2011	2012
Reckless / Hazardous Driving	1,054	1,092
Speeding in a School Zone	219	318
Speeding	19,436	20,962
Hit and Run (Bodily Injury)	6	18
Leaving Scene of Accident	478	478
Passing a School Bus	75	80
Improper Passing	579	603
Improper Signal / No Signal	130	130
Improper Lane Change	192	181
Failure to Keep in Proper Lane	90	48
Failure to Follow Police Officer's Instructions	12	20
Failure to Yield to an Emergency Vehicle	132	111
Failure to Obey Traffic Signal / Control Device	4,311	4,249
Driving Left of Center	656	649
Driving Too Fast for Conditions	120	113
Failure to Keep Vehicle Under Control	1,492	1,583
Failure to Yield When Merging	931	951
Following Too Closely	375	404
Driving with More Than 3 People in Front	22	25
Driving Wrong Way on a One-Way Street	162	143
Driving on Wrong Side of Road	35	33
Making Improper Turn	247	208
Improper Backing	69	61

implement an online insurance verification program. The goals of this program are: a) to encourage all vehicle owners to obtain and maintain insurance on all registered vehicles; b) develop a process that will minimize the state's intrusion on the registrants who comply with the insurance laws, and c) reduce paperwork and telephone interaction between DMV and insurance companies in verifying insurance information.

Also in 2010, the law changed to allow for an alternative to the driver's license suspension for a first time violation of the insurance law. The offender must take the necessary corrective measures required by State law to have the suspension requirement waived.

Following is an accounting of the Division's insurance-related administrative actions.

Driver's License Suspensions

	2011	2012
Cancellations	403	450
Court Reports	8,076	6,241
Crash Reports	968	807
Fraudulent	199	92
Judgements	324	258
Verification Process	0	16

Vehicle License Suspensions

	2011	2012
Cancellations	418	460
Court Reports	5,471	4,180
Crash Reports	745	836
Fraudulent	68	56
Judgements	2	0
Verification Process	0	19

Suspension Letters

	2011	2012
Cancellations	1,448	1,313
Court Reports	15,488	12,876
Crash Reports - Pending	2,530	2,084
Fraudulent - Processed	105	82
Judgements - Pending	378	331
Verification - Processed	18	62

State Police Serve Orders

	2011	2012
Cancellations	341	252
Court Reports	3,092	1,440
Crash Reports	458	318
Fraudulent	19	36
Judgements	0	0
Verification Process	0	1

Other Totals

	2011	2012
Crash/Court Suspension Letters from Court Reports	18,018	15,661
Driving Records Processed by DMV	62,981	60,490
Driving Record Certifications	15,626	13,334
Insurance Waiver Program Participants	993	872

Violations by WV Drivers Reported Other Jurisdictions

State	2011	2012	State	2011	2012	State	2011	2012
Alabama	73	77	Kansas	60	50	North Carolina	71	71
Alaska	0	0	Kentucky	1,071	823	North Dakota	35	39
Arizona	44	38	Louisiana	31	44	Ohio	7,026	5,903
Arkansas	31	22	Maine	1	2	Oklahoma	37	32
California	31	16	Maryland	4,323	3,799	Oregon	14	19
Colorado	26	40	Massachusetts	7	15	Pennsylvania	1,662	1,651
Connecticut	34	25	Michigan	87	55	Rhode Island	0	0
Delaware	110	103	Minnesota	20	4	South Carolina	1,052	1,250
District of Columbia	1	7	Mississippi	18	16	South Dakota	9	5
			Missouri	88	64	Tennessee	141	101
Florida	345	318	Montana	15	18	Texas	71	113
Georgia	166	257	Nebraska	16	16	Utah	25	24
Hawaii	44	51	Nevada	6	8	Vermont	1	2
Idaho	19	9	New Hampshire	4	8	Virginia	10,428	10,377
Illinois	133	112	New Jersey	186	131	Washington	21	36
Indiana	226	238	New Mexico	9	10	Wisconsin	30	35
Iowa	23	27	New York	321	382	Wyoming	32	35

Non-Resident Violator

	2011	2012
Non-Compliance Reports for Other States	3,647	3,632
Files Closed Upon Receipt of Compliance with No Reinstatement Fees	1,130	1,470
Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid	1,666	1,940
License Suspended for Failure to Comply	3,064	3,632
Notices Mailed to Other States	6,367	8,264

Resident Violator

	2011	2012
Notices Received	77,146	78,478
Suspensions	57,592	58,767
Reinstatements/Cleared	36,589	41,900

Information Technology Services]

Wilbur L. Thaxton II, *Director*

Total IT Service Desk Tickets

Office Location	Total	Office Location	Total
Beckley	111	Moorefield	96
Charles Town	113	Morgantown	446
Clarksburg	118	Moundsville	272
Elkins	127	Parkersburg	300
Fairmont	122	Point Pleasant	62
Flatwoods	65	Princeton	160
Franklin	17	Romney	186
Headquarters	1,879	Spencer	124
Huntington	218	Weirton	58
Kanawha City	400	Welch	36
Lewisburg	210	Wheeling	56
Logan	186	Williamson	86
Martinsburg	338	Winfield	182
Total			**5967**

Information Technology Services houses the Information Technology Service Desk and the Data Processing & Records Retention sections.

IT Service Desk

The Service Desk assists the DMV regional offices by performing general information and technology troubleshooting services statewide, as well as provides support to other agencies nationwide.

This unit is the primary contact for technical support for DMV and other state agency employees related to systems operations. Systems supported by the Service Desk include the Automated Testing system, the credential issuance camera system, the mainframe, and National Motor Vehicle Titling Information System (NMVTIS), as well as maintaining the security and resources of all network systems. This section is also responsible for creating, modifying, or deleting access to the mainframe and network systems while maintaining required privacy standards.

Data Processing & Retention Unit

The Data Processing & Retention Unit verifies, enters, and distributes vehicle title and registration information as well as maintains all DMV records. This unit responds to information requests from legally authorized sources and is responsible for the optical imaging and document management of all DMV files.

Technology Related Calls

81% [Resolved by DMV IT Staff

19% [Referred to the Office of Technology
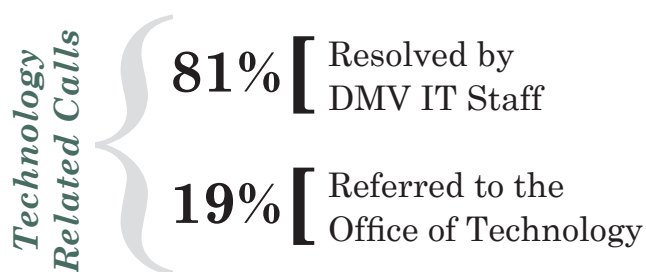
IS&S Services

Dempsey Totten, *Director*

Investigation, Security, and Support services is responsible for conducting all investigations, including internal employees, external customer fraud, title, license, odometer and privilege tax fraud, identity theft, and stolen vehicles, along with providing fingerprint and background checks for driver's license and CDL examiners.

This section also provides program oversight in the administration of CDL skills tests given by Third Party Examiners and conducts Low Vision testing for the Division of Motor Vehicles.

The West Virginia Electronic-Commercial Driver's License program received federal grant funding for continued research of development of software. This software will permit third party commercial examiners to test multiple state residents in a professional and wireless manner. The enhanced version of the national & state award winning West Virginia eCDL software is under development at the Marshall University/ Rahall Transportation Institute with input of personnel in this unit. The enhanced version will also allow additional states to upgrade their CDL programs.

IS&S Statistics

	2011	2012
External Investigations Completed	812	933
Internal Investigations Completed	52	47
CDL Tests (Normal Observation)	1,884	1,895
CDL Tests (Covert Observation)	324	335
Employees Train - CDE & CME Training Classes	38	85
Employees Training CDL (Recertification)	0	18
Employees Training CDL (Certification)	*Previously Unreported*	6
Employees Training CDE (Certification)	14	24
Low Vision Skills Tests	10	12
Fingerprint & Background Checks	589	37

Legal Services]

Jill C. Dunn, *General Counsel*

The Legal Services section provides legal advice on all issues before the DMV. It ensures the ethical interpretation and enforcement of all laws within the agency's purview, provides legal advice on all issues before the DMV and it's boards, and directs representation of the agency before administrative and civil tribunals.

Fiscal Year 2010 was the last year that the DMV Legal Department was responsible for conducting administrative hearings as a result of the passage of S.B.186, which authorizes the newly created Office of Administrative Hearings to assume the hearing function.

Litigation Statistics

	2011	2012
Licensing Cases at an Administrative Level	*2,134*	*2,590*
Circuit Court Filings	*266*	*58*
Supreme Court Filings	*14*	*33*
Bankruptcy Filings	*10*	*21*
General Litigation Cases	*25*	*13*

Management Services

Jerry Conrad, *Director*

Management Services performs the DMVs' various administrative and fiscal tasks including revenue control, bad check collection, purchasing, auditing, accounting, and title entry.

Receiving & Processing

The Receiving and Processing section processes title work and vehicle renewals received via U.S. mail. The efficient operation of this unit enables the DMV to deposit $42,388,867 in privilege tax remittances from vehicle owners within hours of receipt, while tracking the status of in process title work. This section processed checks from customers, in FY 2012 totaling $72,249,695. The Receiving and Processing section also sends certified mail for the DMV and verifies the recipients' signatures over the internet. The Receiving and Processing section saves DMV thousands of dollars by processing a portion of certified mail pieces electronically.

Receiving and Processing Transactions

	2011	2012
Vehicle Titles & Applications Processed	*185,364*	*177,774*
Total Checks Processed	*256,855*	*240,256*
Total Pieces of Certified Mail Sent Out	*88,308*	*90,640*
Total Pieces Electronic Certified Mail	*88,308*	*76,271*

Accounting

The Accounting section is responsible for depositing and recording the $297,329,306.60 collected in revenue during FY 2012. Privilege taxes, which the state uses to match federal highway construction grants, accounted for $186,292,914.03 of the total. Additionally, $130,687.87 in checks received were returned to the DMV for insufficient funds. During FY 2012, the Accounting Section was able to recover a total $108,552.24 from previously returned checks.

Accounting Transactions

	2011	2012
Total Checks Returned for Insufficient Funds	*985*	*821*
Returned Checks Recovered	*727*	*653*
Total Credit Card Transactions Processed	*249,215*	*267,856*

Agency Expenditures

55% [*Operating & Overhead Costs*
$26,909,363

32% [*Personnel Services*
$15,338,441

12% [*Fringe Benefits*
$5,959,300

1% [*Increment Pay*
$345,210

Purchasing & Accounts Payable

The Purchasing and Accounts Payable section oversees all DMV purchases, expenditures, facility maintenance, employee travel and training, and fixed assets. This section also orders office supplies, forms, and manuals for distribution to the DMV's offices.

Revenue Trend in U.S. Dollars
FY 1992 - 2012

IN MILLIONS

Year	Revenue	% Change
1992	$167,928,903	+3%
1993	$174,318,216	+4%
1994	$191,203,717	+10%
1995	$200,489,013	+5%
1996	$207,700,601	+4%
1997	$210,776,804	+1%
1998	$226,104,741	+7%
1999	$236,675,098	+4%
2000	$261,008,299	+10%
2001	$255,387,466	-2%
2002	$281,353,927	+4%
2003	$274,159,960	-2.5%
2004	$280,556,123	+2.3%
2005	$284,062,765	+1.2%
2006	$278,864,176	-2%
2007	$280,214,210	+.05%
2008	$276,438,497	-1.3%
2009	$260,318,868	- 5.8%
2010	$254,019,887	- 2.4%
2011	$284,115,429	+10.6%
2012	$297,329,307	+4.6%

Warehouse & Inventory Supply

The Division's Warehouse/Inventory Supply section is responsible for ordering and maintaining all DMV license plates, decals, titles, and registration documents. The warehouse is responsible for distribution to the DMV's offices, County Sheriff's offices, and CVR participating dealerships.

Credit cards are accepted at all DMV Regional offices. During the past fiscal year, 267,856 credit card transactions amounting in approximately $25,523,124.08 were processed. Credit card user fees in the amount of $487,712.76 were paid by the DMV during FY 2012.

Agency Revenue by Source

Road Fund	2011	2012
Other Road Fund Revenue	$91,194,564	$90,682,527
Privilege Tax	$172,452,587	$186,292,914
Litter Control Fee	$1,911,762	$1,585,878
Miscellaneous Fees	$1,588,064	$1,338,043
Special Revenue		
Motor Vehicles Fees Fund	$3,853,731	$3,591,504
Boat License (DNR)	$785,120	$195,189
Motorcycle Safety (DMV)	$467,712	$381,484
Voter Registration Fee (Secretary of State)	$178,678	$135,916
DMV/DNR Non-game Wildlife Fund (1 year)	$172,367	$181,945
DMV/DNR Non-game Wildlife Fund (2 year)	$181,550	$151,688
Ad Valorem	$8,087,435	$10,107,428
Environmental Cleanup	$3,040,365	$2,962,744
Dealer Recovery Fund	$201,494	$204,275
Prior Year Expiring Funds	$0	$0
Total Revenue	$284,115,429	$297,329,307

Call Center & Regional Offices

Pete Lake, *Director*

Calls Presented vs. Handled
Total Calls for 2012 - 663,665

89%
OF ALL CALLS
PRESENTED
WERE HANDLED

Call Center Services

The first DMV Call Center opened in 1979 and has been serving as the first point of contact for customer inquiries since. The call center is staffed to handle a high volume of calls regarding everything DMV related.

In 2012, the call center handled 591,293 phone calls regarding various facets of DMV issues, including 11,719 that were questions that needed rerouted to other state agencies.

Call Center Inquiry Totals

Category	Total
Driver's License	200,650
DUI, Points, Citations, Etc.	150,063
Registration & Plates	141,437
Titles	125,300
Addresses, Hours, Locations	41,468
Other Miscellaneous	27,487
Insurance	19,725
Mobility Impaired Services	12,431
Questions for Other Agencies	11,719
Special Plates	4,383
Boats	4,238
Dealers	1,674
IRP	1,627
Leasing	582
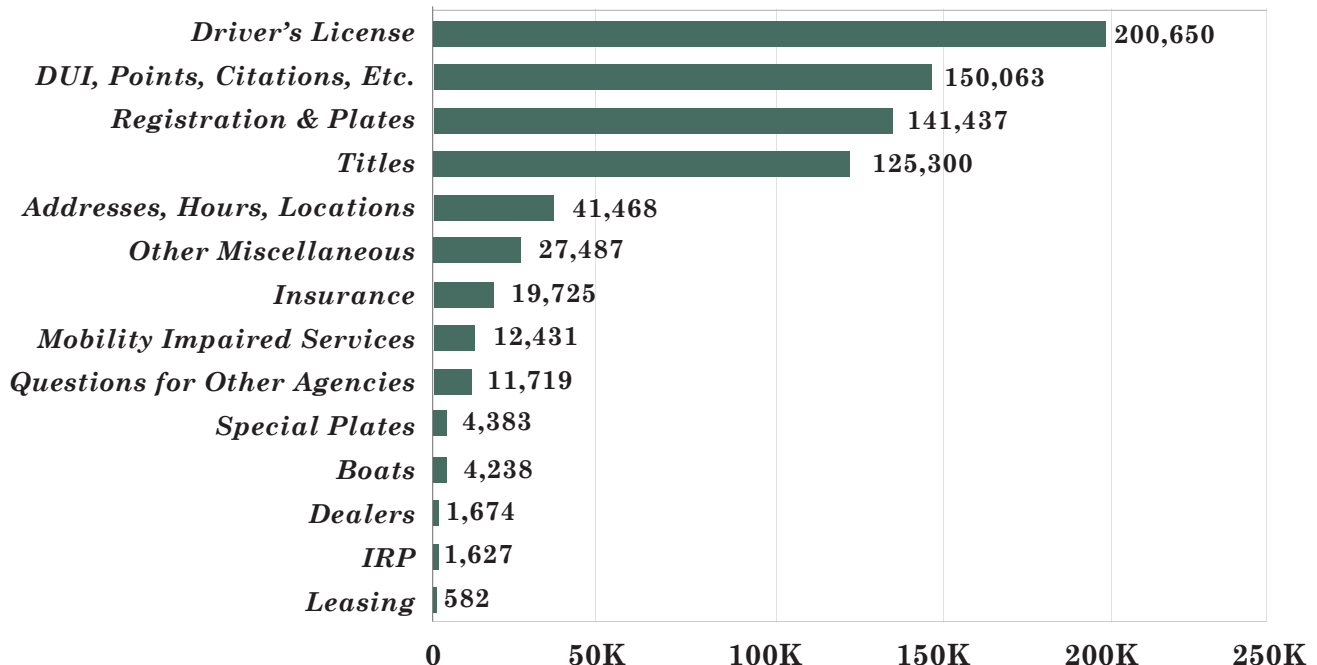
Regional Office Services

The first regional office of the DMV opened it's doors in Winfield in 1975 and over the last 37 years, the number of regional full service offices available to the public has grown to 23.

In addition to the regional offices, there are 2 testing sites that are open to the public and staffed and maintained by the closest regional office, providing 25 total locations staffed to handle general customer inquiries and process DMV transactions on behalf of the agency.

Across the state the DMV regional offices process the majority of all customer transactions.

Examples of what the regional offices do include:

- *Conduct all testing and examinations for driver's, commercial driver's, and motorcycle operator's*

- *Provide copies upon request or as needed of all DMV publications and forms*

- *Determine eligibility of all WV license and ID card applicants, including immigration statuses, and following the rules of the REAL ID Act of 2005 rules implemented after 1/3/12*

- *Verify school enrollment forms provided by all Graduated Driver's Licenses (GDL)*

- *Produce driver records and confirm legal and valid driver statuses via the Problem Driver Point System (PDPS)*

- *Process driver's license and ID card issuances, duplicates, and renewals*

- *Transfer of out-of-state vehicle titles and driver's licenses*

- *Issue WV identification cards for adults and children*

- *Issue Barbers' and Cosmetologists' licenses*

- *Process identification cards for children in foster care under the auspices of the DHHR*

- *Process State employee identification cards*

- *Produce vehicle and driver historical research when needed*

- *Process vehicle registration renewals while verifying insurance coverage, and payment of personal property taxes on all registered vehicles*

- *Issue mobility impaired parking placards and plates*

- *Verify liens and encumbrances*

- *Collect and submit voter's registration applications*

- *Collect fees for the West Virginia Road Fund and other state agencies*

- *Verify county assessors' new resident vehicle privilege tax exemptions*

- *Assist with spreading information produced by the Governor's Highway Safety Program on alcohol awareness, child passenger safety, motorcycle safety, occupant protection, and ATV Safety*

- *Host sites for administrative hearings*

- *Comply with judicial orders and settlements*

Regional Office Totals & Revenues

Office Location	Customers	Transactions	Revenue
Beckley	72,270	93,891	$3,757,629.29
Charles Town	63,595	84,384	$3,947,312.98
Clarksburg	39,201	51,174	$5,499,020.04
Elkins	51,625	68,799	$2,880,979.96
Fairmont (Test Site)	13,767	13,986	$149,562.41
Flatwoods	35,416	52,147	$2,560,050.64
Franklin	11,179	21,357	$1,651,158.05
Huntington	84,707	122,093	$10,092,987.53
Kanawha City	115,022	148,978	$6,973,994.44
Lewisburg	44,475	55,904	$2,169,914.29
Logan	50,227	59,189	$3,008,980.08
Martinsburg	99,815	132,121	$6,763,787.82
Moorefield	30,567	39,624	$1,700,525.71
Morgantown	89,979	127,402	$6,738,155.04
Moundsville	60,108	84,167	$7,466,810.91
Parkersburg	80,260	105,745	$8,047,298.26
Point Pleasant	10,797	16,119	$2,272,399.44
Princeton	50,474	61,703	$3,668,602.59
Romney	30,521	52,896	$3,000,184.82
Spencer	24,415	36,792	$1,952,460.44
Weirton	18,147	27,781	$3,595,789.01
Welch	24,550	30,388	$1,382,591.97
Wheeling (Test Site)	2,936	3,034	$29,510.00
Williamson	20,648	26,763	$2,117,250.19
Winfield	96,548	126,247	$10,046,286.12
Total Revenue	1,221,249	1,642,664	$101,473,241.92

Regional Office Operation Totals

Dealer Revenue Collected	$28,462,404
Titles Instant Printed	88,365
Titles processed	330,474
Operator Renewals	362,661
Vehicle Renewals	300,209
Driver Examination (skills)	37,580
CDL Examinations (written)	14,583

Vehicle Services

Michael Maggard, *Director*

The Vehicle Services section is composed of four sections within the Division that are connected by the requirement to title and register vehicles in West Virginia. They are as follows: Titles and Registrations, Dealer and Leasing Services, Motor Carrier, and Information Services.

Titles & Registrations

The Titles and Registrations unit processes registrations and titles for all vehicles (including motorboats) and issues special license plates. Technological innovation has enabled the unit to process all title work promptly upon receipt, track all title work in progress, and provide comprehensive information to customers who call in. Titles and Registrations has been aggressive in implementing federal mandates that require increased scrutiny of odometer statements and the use of special tamper-resistant forms for many title transactions.

Title & Registration Transactions

	2011	2012
Titles Processed	*765,674*	*782,233*
Title File Scans	*725,579*	*765,000*
License Plate Transfers	*202,795*	*208,747*
License Plate Exchanges	*211*	*137*
Duplicate Plate Issues	*6,329*	*6,342*
Duplicate Decal Issues	*6,775*	*6,435*
Lien Recordings	*256,806*	*282,554*

Registrations by Class

		2011	2012
A	*Passenger*	*1,319,412*	*1,324,696*
B	*Trucks*	*54,178*	*49,013*
C	*Trailers & Semis*	*166,538*	*178,452*
G	*Motorcycles*	*57,558*	*57,921*
H	*Buses*	*272*	*266*
J	*Taxicabs*	*114*	*106*
M	*Special Mobile Equipment*	*1,032*	*957*
P	*Government*	*40,324*	*41,814*
R	*Camping Trailers*	*27,919*	*33,805*
T	*Boat Trailers*	*79,459*	*92,741*
V	*Antique Vehicles*	*15,514*	*16,861*
X	*Farm Vehicles*	*2,972*	*3,032*

Vehicle Registrations By County

County	2011	2012	County	2011	2012
Barbour	14,978	15,403	Mingo	24,895	25,392
Berkeley	98,783	101,802	Monongalia	66,707	68,812
Boone	21,534	21,979	Monroe	14,525	15,040
Braxton	14,561	14,821	Morgan	17,904	18,185
Brooke	18,546	18,733	Nicholas	29,088	29,679
Cabell	79,947	81,232	Ohio	40,039	40,572
Calhoun	7,581	7,852	Pendleton	9,917	10,086
Clay	9,409	9,343	Pleasants	7,019	7,162
Doddridge	5,319	5,420	Pocahontas	10,451	10,518
Fayette	43,226	43,160	Preston	33,341	34,390
Gilmer	6,858	6,968	Putnam	51,040	52,598
Grant	14,163	14,584	Raleigh	70,110	70,599
Greenbrier	40,031	40,461	Randolph	29,265	29,862
Hampshire	26,639	27,041	Ritchie	11,407	12,089
Hancock	29,682	29,527	Roane	14,358	14,721
Hardy	15,913	16,287	Summers	10,990	11,215
Harrison	69,884	70,549	Taylor	14,079	13,993
Jackson	31,006	31,665	Tucker	6,953	7,307
Jefferson	53,929	55,436	Tyler	8,235	8,434
Kanawha	180,168	182,291	Upshur	31,111	31,122
Lewis	20,317	20,563	Wayne	28,394	28,986
Lincoln	19,033	19,417	Webster	9,465	9,613
Logan	30,750	30,904	Wetzel	19,123	19,453
Marion	56,565	58,404	Wirt	6,118	6,247
Marshall	25,638	26,158	Wood	82,086	83,386
Mason	24,443	24,818	Wyoming	21,149	20,831
McDowell	18,328	18,670	Out-of-State	32,304	37,012
Mercer	56,829	57,250	Total	1,765,292	1,799,664
Mineral	31,157	31,620			

Special & Organizational Plates Trend
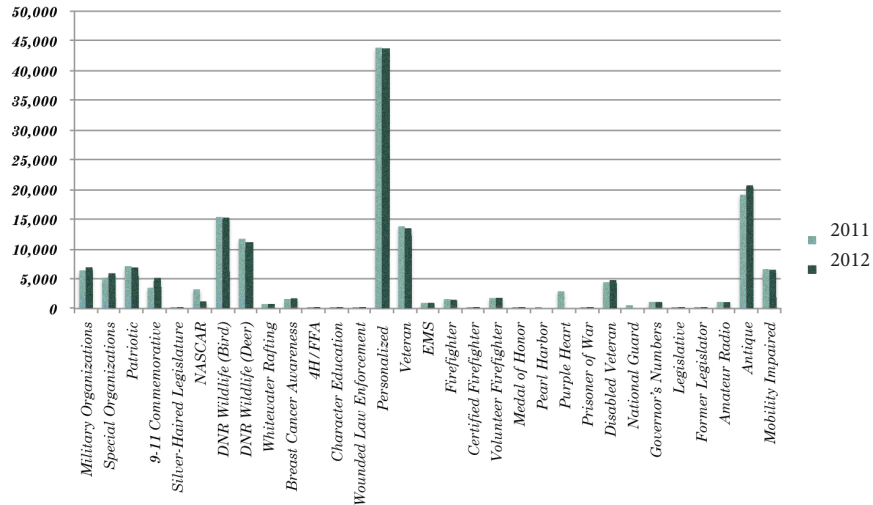
Special and Organizational Plates

Plate Types	2011	2012	Plate Types	2011	2012
Military Organizations	6,404	6,884	Firefighter	1,553	1,413
Special Organizations	5,158	5,904	Certified Firefighter	164	161
Patriotic	7,094	7,286	Volunteer Firefighter	1,734	1,773
9-11 Commemorative	3,466	5,119	Medal of Honor	1	1
Silver-Haired Legislature	7	8	Pearl Harbor	59	58
NASCAR	3,197	1,195	Purple Heart	2,863	2,853
DNR Wildlife (Bird)	15,369	10,980	Prisoner of War	204	188
DNR Wildlife (Deer)	11,685	13,062	Disabled Veteran	4,392	4,728
Whitewater Rafting	716	749	National Guard	529	567
Breast Cancer Awareness	1,579	1,703	Governor's Numbers	1,077	1,069
4H/FFA	159	170	Legislative	174	173
Character Education	54	60	Former Legislator	55	55
Wounded Law Enforcement	28	32	Amateur Radio	1,081	1,052
Personalized	43,872	43,466	Antique	19,097	20,681
Veteran	13,798	13,453	Mobility Impaired	6,606	6,485
EMS	891	907			

Personalized License Plates

2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
36,497	37,705	39,103	41,558	42,204	43,453	43,008	44,629	44,789	43,872	43,466
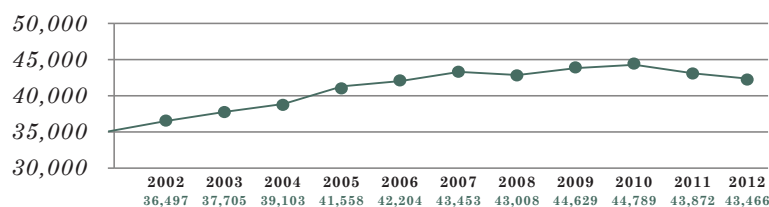
Motorboat Registrations by County FY 2012

| County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	411	79	2	492	Mingo	864	105	3	972
Berkeley	2,071	253	1	2,325	Monongalia	1,948	131	16	2,095
Boone	836	59	1	896	Monroe	370	31	1	402
Braxton	643	102	0	745	Morgan	492	122	0	614
Brooke	435	68	1	504	Nicholas	1,289	105	1	1,395
Cabell	2,019	97	4	2,120	Ohio	731	161	1	893
Calhoun	212	39	0	251	Pendleton	90	69	6	195
Clay	369	72	1	442	Pleasants	277	53	2	332
Doddridge	126	50	0	176	Pocahontas	191	51	0	242
Fayette	1,627	81	1	1,709	Preston	680	100	0	780
Gilmer	145	21	0	166	Putnam	1,703	139	5	1,847
Grant	327	82	0	409	Raleigh	2,296	116	5	2,417
Greenbrier	771	227	7	1,005	Randolph	560	126	3	689
Hampshire	576	204	1	781	Ritchie	367	128	6	501
Hancock	667	71	7	745	Roane	513	168	2	683
Hardy	346	175	0	521	Summers	416	19	3	438
Harrison	1,845	335	3	2,183	Taylor	603	54	0	657
Jackson	1,049	138	4	1,191	Tucker	124	27	2	153
Jefferson	918	106	1	1,025	Tyler	281	129	3	413
Kanawha	5,317	456	212	5,985	Upshur	803	70	2	875
Lewis	899	73	7	979	Wayne	1,146	29	4	1,179
Lincoln	772	40	0	812	Webster	365	36	0	401
Logan	1,026	91	1	1,118	Wetzel	532	122	1	655
Marion	1,743	230	2	1,975	Wirt	239	74	0	313
Marshall	689	210	4	903	Wood	2,375	472	10	2,857
Mason	817	150	3	970	Wyoming	1,021	60	0	1,081
McDowell	470	43	0	513	Out-of-State	168	16	0	184
Mercer	1,708	121	0	1,829	Total	49,946	6,552	339	56,837
Mineral	668	166	0	834					

Boat Registration Types

11% No-Fee
1% Government
88% Fee Paying
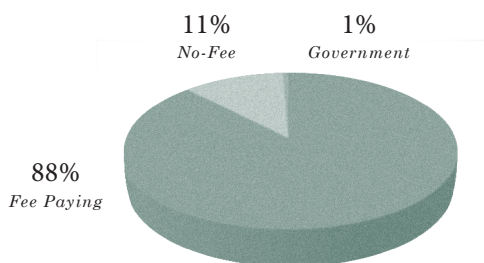
Fee Paying Motor Boat Sizes

2% 26' - 40'
<1% Over 40'
56% 16' - 25'
42% Under 16'
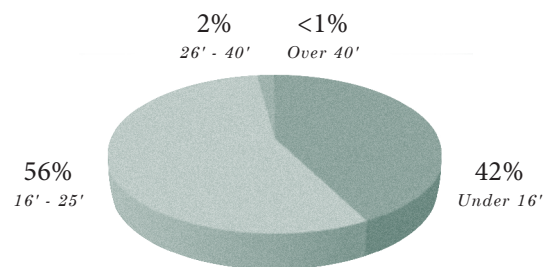
Vehicle Dealer Oversight

	2011	2012
Dealers Licenses	1,615	1,545
Dealer Pre-Application Inspections	163	120
Dealer Applicant Investigations	178	158
Dealer Compliance Investigations	2,251	2,226
Unlicensed Dealer Investigations	145	116
Reconstructed Vehicle Inspections	4,511	3,598
Total Temporary Plates Issued	109,408	102,717
Temporary Plates Issued to Motorcycles	2,286	2,114
Temporary Plates Issued to Dealers	92,323	86,638
Temporary Plates Issued to License Services	13,854	13,285
Temporary Plates Issued to Auto Auctions	945	680
Revenue Leased Vehicles	$4,749,994	$5,145,396
Rental Taxes Collected	$1,561,221	$1,646,867

Dealer Services

The Dealer Services section issues motor vehicle dealer licenses, license service operation permits, inspects reconstructed vehicles, and oversees temporary registration plate issuance by dealers and license services.

Leasing Services

West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. The DMV accordingly allows a special process for titling leased vehicles.

Dealer Services processed 2,450 leased vehicle titles during FY 2009. Annual revenues under this program have increased from $854,000 to $5,339,357 since FY 1995.

Registered Dealer Key	
Dealer Classes	
D	New & used vehicles, not including motorcycles
DTR	Trailers, semi-trailers, and/or house trailers
DUC	Used vehicles, not including motorcycles
F	New & used motorcycles
MFG	Reconstructors, assemblers, and/or reassemblers of vehicles with special bodies
TRS	Transporters of vehicles to and/or from plants and agents of a manufacturer of purchaser
REP	Financial institutions authorized to repossess vehicles
DRV	Recreational vehicle dealers
AA	Auctioneers
WDR	Dealers in used parts, wreckers, and dismantlers of vehicles for resale of parts

Registered Dealers & Types

County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total
Barbour	1	1	0	0	7	0	0	0	0	4	13
Berkeley	1	4	7	11	80	5	0	0	0	7	117
Boone	0	2	1	1	11	1	0	0	0	0	17
Braxton	0	3	5	3	8	2	0	0	0	1	22
Brooke	0	1	1	0	7	2	0	0	0	2	13
Cabell	0	9	10	6	38	5	0	0	0	5	76
Calhoun	0	0	1	1	6	0	0	0	0	0	9
Clay	0	0	0	0	3	0	0	0	0	0	4
Doddridge	0	0	0	1	1	0	0	0	0	0	4
Fayette	0	2	0	0	18	0	0	0	0	0	22
Gilmer	0	0	0	1	3	0	1	1	0	0	5
Grant	0	1	1	1	7	1	0	0	0	0	12
Greenbrier	0	4	1	2	18	0	0	0	0	5	31
Hampshire	0	1	3	3	17	5	0	0	0	0	31
Hancock	0	1	1	0	11	1	0	0	0	2	17
Hardy	0	3	2	0	10	1	0	0	0	0	18
Harrison	1	9	5	5	51	7	0	0	0	6	84
Jackson	1	1	6	4	23	1	2	2	0	2	41
Jefferson	1	2	1	2	10	0	0	0	0	2	18
Kanawha	2	19	14	21	58	10	0	0	1	8	141
Lewis	0	4	3	2	10	0	0	0	0	4	24
Lincoln	0	0	0	0	9	0	0	0	0	4	13
Logan	0	3	3	3	9	2	0	0	0	0	21
Marion	0	4	2	1	14	1	0	0	0	3	26
Marshall	1	0	0	1	4	0	0	0	0	1	8
Mason	0	0	0	0	8	0	0	0	0	0	8
McDowell	0	6	5	5	41	4	1	1	0	5	68
Mercer	0	7	8	6	38	7	0	0	0	8	76
Mineral	0	3	2	3	17	1	0	0	0	3	30
Mingo	0	2	0	1	6	1	0	0	0	11	22
Monongalia	0	10	2	4	41	3	0	0	0	11	72
Monroe	0	0	1	1	5	0	0	0	0	1	8
Morgan	0	1	2	4	6	1	0	0	0	2	17
Nicholas	0	3	4	5	16	0	0	0	0	2	30
Ohio	0	11	5	5	17	3	0	0	0	3	45
Pendleton	0	0	0	1	4	0	0	0	0	1	7
Pleasants	0	1	1	1	3	0	0	0	0	0	7
Pocahontas	0	2	0	2	3	0	0	0	0	0	7
Preston	0	2	2	3	23	2	0	0	0	1	33
Putnam	1	4	5	4	13	2	2	2	0	2	33
Raleigh	1	10	8	10	37	4	0	0	0	3	73
Randolph	0	5	7	7	26	5	0	0	0	1	54
Ritchie	0	0	1	6	10	1	2	2	0	0	20
Roane	0	2	0	1	4	0	1	1	0	0	8
Summers	0	0	0	0	3	0	0	0	0	0	3
Taylor	0	1	0	0	8	0	0	0	1	1	11
Tucker	0	1	0	0	1	0	0	0	0	1	3
Tyler	0	2	0	0	1	0	0	0	0	0	4
Upshur	1	2	1	3	19	1	0	0	0	1	28
Wayne	0	2	3	1	10	0	0	0	0	3	19
Webster	0	0	1	1	4	0	0	0	0	1	7
Wetzel	0	1	2	3	8	1	0	0	0	0	15
Wirt	0	0	0	0	3	0	0	0	0	0	3
Wood	0	10	11	7	50	6	4	4	0	7	104
Wyoming	0	0	2	2	4	1	0	0	0	1	10
Total	11	162	140	155	862	87	13	13	2	114	1,612

Motor Carrier Services

This branch of the DMV Vehicle Services section oversees credential issuance to and revenue collection from the commercial trucking industry. The Motor Carrier Services section administers West Virginia's participation in two multi-jurisdictional revenue and credential reciprocity compacts:

1.) International Registration Plan (IRP) : IRP regulates commercial vehicle registration

2.) International Fuel Tax Agreement (IFTA) : IFTA administers credentialing for commercial fuel taxes

The two compacts spearhead a technology-driven effort to simplify legal compliance procedures for the trucking industry and bring maximum economic efficiency to interstate and US-Canadian commerce.

IRP and IFTA enable United States and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdiction. The compacts require all vehicles of more than 26,000 pounds gross vehicle weight (GVW) and having three or more axles to register their vehicles and pays their fees in their home jurisdictions. Ten (10) Canadian provinces and all of the states of the continental United States recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental United States.

The Motor Carrier Services section also serves as the lead agency for the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation Systems/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration. CVISN and ITS/CVO initiatives are focused on streamlining government regulatory processes by consolidation of functions and electronic data exchanges.
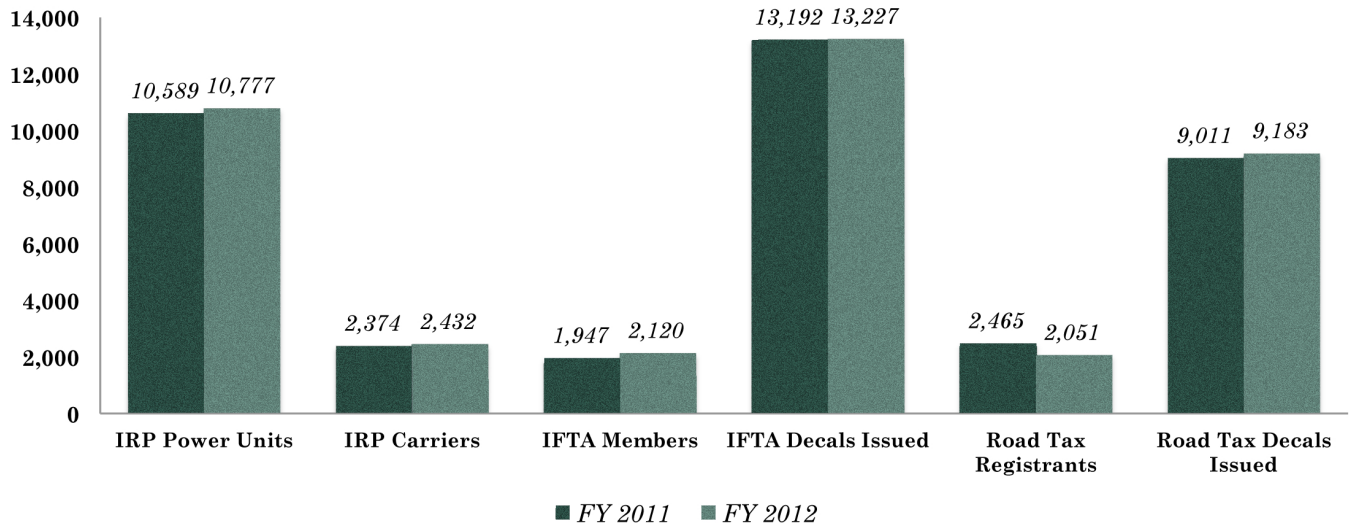
Motor Carrier Goals & Objectives

- *Make IRP/IFTA credentialing available through the DMV's regional offices*

- *Continue to introduce new motor carriers to electronic credentialing and self-credentialing*

- *Streamline administration of motor carrier credentialing and taxation*

- *Reduce administrative paperwork and enhance compliance with motor carrier regulations through technology*

- *Continue the PRISM program to improve the safety performance of high-risk carriers*

Other Motor Carrier Operations

- *Collection of apportioned ad valorem fees for West Virginia counties*

- *Advice and training for law enforcement personnel and others concerning policies, regulations, and statutes pertaining to commercial vehicles*

- *Processing and issuance of fuel tax decals for intrastate motor carriers*

Motor Carrier Totals
IRP, IFTA, and Road Tax

Bar chart legend: ■ FY 2011 ■ FY 2012

Category	FY 2011	FY 2012
IRP Power Units	10,589	10,777
IRP Carriers	2,374	2,432
IFTA Members	1,947	2,120
IFTA Decals Issued	13,192	13,227
Road Tax Registrants	2,465	2,051
Road Tax Decals Issued	9,011	9,183

IRP Revenue

	2011	2012
Collected from WV-Based Carriers	$6,192,685.36	$6,675,503.86
Collected from Other States	$10,966,463.12	$11,175,419.60
Paid to Other States	$5,482,012.74	$5,416,146.52
Ad Valorem	$8,270,234.98	$9,062,530.44

Commercial Driver's License Holders

	FY 2011	FY 2012
Holders	70,411*	69,818

* Amended totals since previous report.

Notes

West Virginia dmv

Keeping West Virginia on the move.

Earl Ray Tomblin	Paul A. Mattox, Jr., P.E.	Joe E. Miller
GOVERNOR	SECRETARY	COMMISSIONER
State of West Virginia	*Department of Transportation*	*Division of Motor Vehicles*

1-800-642-9066 | www.dmv.wv.gov

West Virginia

LICENSES & IDENTIFICATION CARDS